

BEFORE

THE PUBLIC SERVICE COMMISSION OF  
SOUTH CAROLINA

DOCKET NO. 93-037-C - ORDER NO. 93-410

MAY 6, 1993

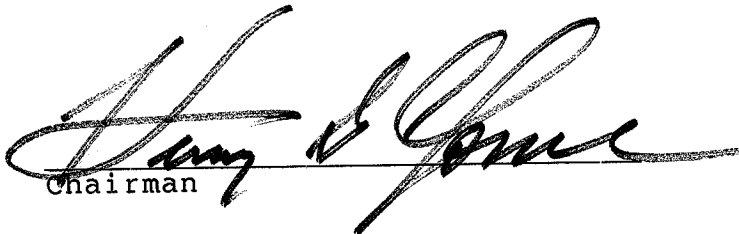
IN RE: Commission Staff Request for                   ) ORDER  
Order Promulgating Revisions to                   ) PROMULGATING ✓  
Telecommunications Rules and                   ) REGULATIONS  
Regulations - Service Standards                   )

This matter is before the Public Service Commission of South Carolina (the Commission) on the Commission Staff's request that the Commission promulgate the attached Revisions to Telecommunications Rules and Regulations - Service Standards. The Commission Staff has notified the Commission that these regulations have been published in the State Register in compliance with provisions of S.C. Code Ann. §1-23-110 (Supp. 1992). The Commission Staff has also notified the Commission that it has resolved all concerns of those parties who filed comments.

The Commission has reviewed the attached regulations and finds they should be promulgated. Accordingly, the Commission hereby instructs the Commission Staff to submit the attached regulations to the General Assembly for approval.

IT IS SO ORDERED.

BY ORDER OF THE COMMISSION:

  
Chairman

ATTEST:

  
Executive Director  
(SEAL)

PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA

CHAPTER 103

STATUTORY AUTHORITY: S.C. CODE ANN. SECTION 58-5-210 (1976)

Synopsis: These amendments to the Commission's Rules and Regulations Governing Telecommunications Utilities have been made in order to improve customer service standards.

Introduction:

Amend 103-611 to add a second sentence which reads:

"Further, the Company shall maintain sufficient records necessary to verify and substantiate all requirements included in these rules. These records include, but are not limited to, trouble reports, service orders, itemized customer billing records, customer deposits, and complaints."

Amend 103-614 to add a second sentence which reads:

"A copy of any written report submitted to any federal jurisdictional entity shall also be submitted with the Commission."

Delete current 103-618. Substitute the following language:

"Service Reports.

Each telephone utility shall file the following service reports with the Commission on a quarterly basis within thirty (30) days of the end of the each calendar quarter. Reports shall show results by wire center, central office, exchange, or maintenance group.

A. Trouble reports per hundred access lines:

The report shall contain the total number of actual customer complaints received for each quarter per hundred access lines. Details of the calculations shall be shown by indicating the actual number of reported trouble reports and indicating the corresponding number of access lines for each reporting group. A composite trouble report rate shall be computed for the total utility's regulated operations. Trouble report per hundred access lines rates which exceed the Commission's specified objectives (See R.103-663.6) shall be accompanied by written explanation.

B. Customer out of service trouble clearing times:

The report shall contain the percentage number of out of service reports cleared within twenty four (24) hours, excluding weekends and holidays. The report shall indicate the total actual number of reported customer out of service reports for each reporting group. Out of service clearing times which exceed the Commission's specified objective (See R.103-663.7) shall be accompanied by written explanation.

Delete all of 103-619, except for paragraphs a, b, and c.  
Substitute the following language for the title and before the initial sentence:

"Held Applications/Availability of Service.

The following information shall be filed with the Commission on a quarterly basis within thirty (30) days of the end of the each calendar quarter. Reported information which indicates that the Commission's specified objectives have not been met shall be accompanied by explanation. Reports shall show results by wire center, central office, exchange or maintenance group. This information shall be reported as a percentage of work order activity characterized as follows:"

Add the following language after c:

"d. The percentage of service orders for installations and re-installations completed within five (5) working days.

e. Commitments fulfilled."

Delete 103-642 and substitute the following language:

"TELEPHONY'S DICTIONARY as published by Telephony Publishing Corporation, 55 East Jackson Blvd., Chicago, Illinois 60604.

Add the following language to the end of current text 103-644(B):

"consistent with the Commission's Rules and accepted industry standards."

Delete "85% within 5 working days" from 103-663.1 and substitute the following language:

"A. Service Orders for installation and re-installations:

85% within 5 working days

B. Commitments fulfilled: 85%-

Commitments shall be made for a specific day."

Delete "95% of all calls shall receive dialtone within three (3) seconds" from 103-663.4 and substitute the following language:

"98% of all calls shall receive dialtone within three (3) seconds."

Add the following language to 103-663.5:

"c. Directory Assistance answered within 30 seconds: 80%"

Delete "Seven (7) reports per 100 total access lines in service per month" from 103-663.6 and substitute the following language:

"Exchange/Reporting Group Size	Objective
Over 7,500 access lines	5.0
Under 7,500 access lines	7.0"

Add the following phrase after "written notice received" to 103-663.6(B):

"by the utility (other than problems detected by the utility's internal diagnostics) indicating difficulty or dissatisfaction with the performance, physical condition, location or appearance of the utility's regulated telephone plant or equipment."

Add 103-663.7 with the following title and language:

"Customer Out of Service Trouble Clearing Time

Provisions shall be made to normally clear all out of service troubles within twenty-four hours of the reported time to the utility, excluding weekends and holidays, unless the customer agrees to another arrangement. The out of service trouble clearing time objectives for telecommunications utilities is 85~ within 24 hours."

Text:

103-611. Retention of Records.

Retention of records' shall be as specified in the Federal Communications Commission's Rules and Regulations, Part 42, unless otherwise directed by the Commission. Further, the Company shall maintain sufficient records necessary to verify and substantiate all requirements included in these rules. These records include, but are not limited to, trouble reports, service orders, itemized customer billing records, customer deposits, and complaints.

103-614. Interruption of Service.

Each utility shall keep a record of any condition resulting in any interruption of service affecting its entire system or major division of a telephone exchange, including a statement of the time, duration, cause of any such interruption, and steps taken to correct the interruption. The Commission shall be notified of any such interruption, if that interruption exceeds one hour, as soon as practicable. (See E.103-661). A copy of any written report submitted to a Federal jurisdictional entity shall also be submitted with the Commission.

103-618. "Service Reports.

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Each telephone utility shall file the following service reports with the Commission on a quarterly basis within thirty (30) days of the end of the each calendar quarter. Reports shall show results by wire center, central office, exchange, or maintenance group.

A. Trouble reports per hundred access lines:

The report shall contain the total number of actual customer complaints received for each quarter per hundred access lines. Details of the calculations shall be shown by indicating the actual number of reported trouble reports and indicating the corresponding number of access lines for each reporting group. A composite trouble report rate shall be computed for the total utility's regulated operations. Trouble report per hundred access lines rates which exceed the Commission's specified objectives (See R.103-663.6) shall be accompanied by written explanation.

8. Customer out of service trouble clearing times:

The report shall contain the percentage number of out of service reports cleared within twenty four (24) hours, excluding weekends and holidays. The report shall indicate the total actual number of reported customer out of service reports for each reporting group. Out of service clearing times which exceed the Commission's specified objective (See R.103-663.7) shall be accompanied by written explanation."

103-619. Held Application/Availability of Service.

The following information shall be filed with the Commission on a quarterly basis within thirty (30) days of the end of the each calendar quarter. Reported information which indicates that the Commission's specified objectives have not been met shall be accompanied by explanation. Reports shall show results by wire center, central office, exchange or maintenance group. This information shall be reported as a percentage of work order activity characterized as follows:

- a. The number of applications for new service held over thirty (30) days.
- b. The number of applications for regrade held over thirty (30) days.
- c. The total number of access lines.
- d. The percentage of service orders for installations and re-installations completed within five (5) working days.
- e. Commitments fulfilled.

103-642. Acceptable References.

Telephony's Dictionary as published by Telephony Publishing Corporation, 55 East. Jackson Blvd., Chicago, Illinois 60604.

#### 103-644. Inspection of Plants.

A. Each utility shall adopt a program of inspection of its plant in order to determine the necessity for replacement and repair. The frequency of various inspections shall be based on the utility's experience and accepted good practice.

B. Each telephone utility shall maintain its plant, equipment, and other facilities at all times in a reasonably adequate and serviceable condition consistent with the Commission's Rules and accepted industry standards.

C. The telephone equipment, apparatus and lines furnished by the telephone utility shall remain the property of the telephone utility, and no instrument, appliance or device of any kind not furnished by the telephone utility shall be attached to or in any way used in connection with such telephone equipment, apparatus, and lines, either directly or indirectly, by induction or otherwise, except in accordance with the guidelines contained in Part 68 of the Federal Communications Commission's Rules and Regulations. In the event any instrument, apparatus, or device of any kind other than that furnished by the telephone utility, or as excepted above, is attached to or connected with any part of its properties, the telephone utility shall have the right to remove such instrument, apparatus, or device in accordance with the applicable law.

#### 103-663.1. Availability of Service.

Orders for new service, where all tariff requirements have been met, shall be completed within the interval shown below after receipt of the application, excepting those where a later date is requested by the customer or where special equipment or service is involved:

A. Service Orders [or Installation and Re-installations:

85% within 5 working days

B. Commitments fulfilled: 85%

Commitments shall be made for a specific day.

#### 103-663.4. Dialtone.

Central office equipment shall be maintained so as to meet the following standards:

98% of all calls shall receive dialtone within three (3) seconds.

103-663.5. Answering Time.

Each telephone utility shall provide adequate personnel and equipment so as to meet the following service objectives under normal operating conditions:

- a. Toll and operator assistance calls answered within 10 seconds (does not include directory assistance calls) 90%.
- b. Calls to repair service answered within 20 seconds 90%.
- c. Directory assistance answered within 30 seconds: 80%.

103-663.6. Customer Trouble Reports.

A. Service by each utility shall be such that the number of customer trouble reports per 100 total access lines in service per month shall not exceed the following:

EXCHANGE/REPORTING GROUP SIZE	OBJECTIVE
OVER 7,500 ACCESS LINES	5.0
UNDER 7,500 ACCESS LINES	7.0

Unusual situations caused by storms, unavoidable casualties or other conditions causing an excess number of reports should be explained in the trouble report.

B. A customer trouble report is any oral or written notice received by the utility (other than problems detected by the utility's internal diagnostics) indicating difficulty or dissatisfaction with the performance, physical condition, location or appearance of the utility's regulated telephone plant or equipment.

103-663.7. Customer Out of Service Trouble Clearing Time.

Provisions shall be made to normally clear all out of service troubles within twenty-four hours of the reported time to the utility, excluding weekends and holidays, unless the customer agrees to another arrangement. The out of service trouble clearing time objectives for telecommunications utilities is 85% within 24 hours.

Preliminary Fiscal Impact Statement:

The Public Service Commission anticipates that neither the State nor its political subdivisions will incur any costs in complying with these proposed amendments.